

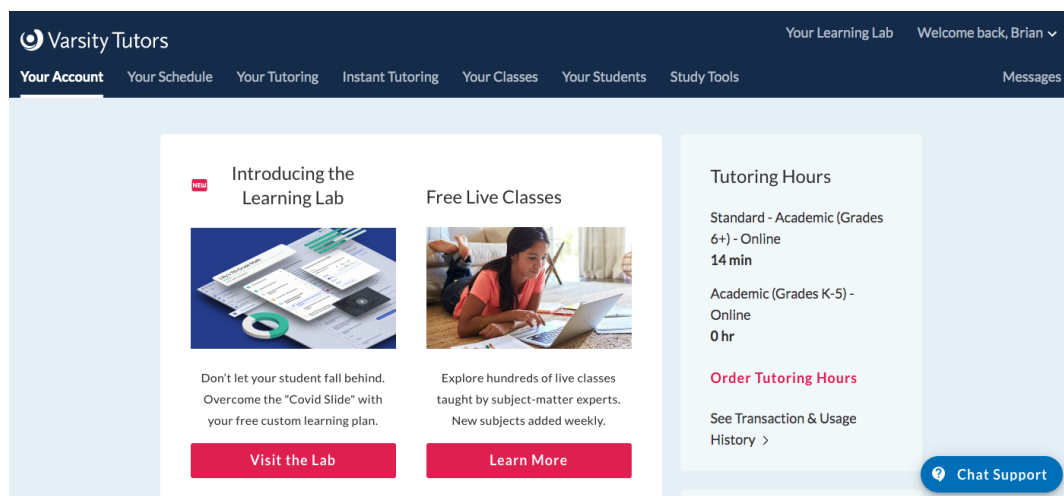
Next Steps & Tips for Success

1. Be on the lookout for a phone call and email from Varsity Tutors

- Within 48 hours of receiving your request, Varsity Tutors will reach out via phone and email for a brief consultation. The purpose is to get you your account information, ask about scheduling and tutor preferences, and answer any questions you may have. This is a short call taking less than 10 minutes.
- You will be matched with a tutor within 48 hours following your initial consultation. You will receive an email with your tutor's contact information, and your tutor will send a request for a first session based on your scheduling preferences.
- If you have not received a phone or email message from Varsity Tutors within 48 hours, please reach out via email (schools@varsitytutors.com) or call us at (855) 482-2928.

2. Login to activate your account and explore before your first session.

- After your initial consultation, go to varsitytutors.com/login and enter your designated username and password. Your username is your email address. You will receive your password in an email from Varsity Tutors.
- Be sure to use Google Chrome as your web browser. We also recommend headphones for your session so you and the tutor can easily hear and speak to each other.
- Use the menu (hamburger button) on the top-left hand corner to access Your Account. There you can complete diagnostic assessments, see Your Schedule, request sessions with your tutor, and access Instant Tutoring.

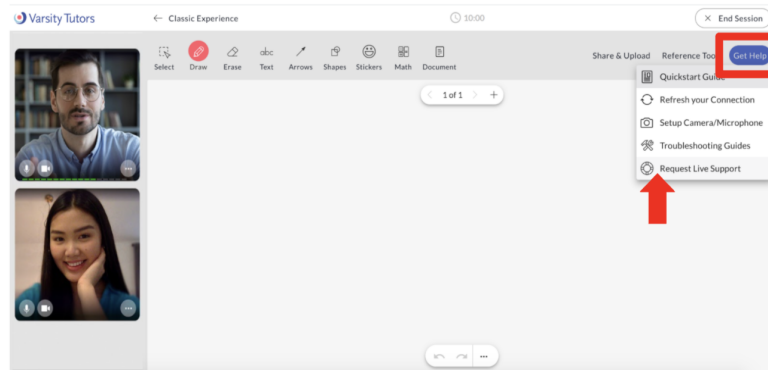


The screenshot shows the Varsity Tutors user dashboard. At the top, there is a dark blue navigation bar with the Varsity Tutors logo on the left and user information 'Your Learning Lab' and 'Welcome back, Brian' on the right. Below the navigation bar is a horizontal menu with links: 'Your Account', 'Your Schedule', 'Your Tutoring', 'Instant Tutoring', 'Your Classes', 'Your Students', 'Study Tools', and 'Messages'. The main content area is light blue and features three primary sections. On the left, there is a 'New' badge next to the heading 'Introducing the Learning Lab', accompanied by an image of a laptop and documents. Below this is a short paragraph and a red 'Visit the Lab' button. In the center, there is a heading 'Free Live Classes' with an image of a student working on a laptop. Below this is another short paragraph and a red 'Learn More' button. On the right, there is a 'Tutoring Hours' section with a list of options: 'Standard - Academic (Grades 6+) - Online' (14 min) and 'Academic (Grades K-5) - Online' (0 hr). Below this is a red 'Order Tutoring Hours' button and a link to 'See Transaction & Usage History >'. At the bottom right of the dashboard is a blue 'Chat Support' button with a question mark icon.

3. Ask for help

- If you encounter technical difficulties while in the Varsity Tutors Live Learning Platform, you can request technical support from right within the platform on the student's computer! [Here](#) is a helpful tech troubleshooting document as well for issues related to joining the session.

Live Technical Support



- If you need any support regarding your account, please contact our Customer Success team at schools@varsitytutors.com or call us at (855) 482-2928